# What is the AMOP?

The Milwaukee County Administrative Manual of Operating Procedures (AMOP) contains procedures that guide the operation of Milwaukee County government, in compliance with federal, state and local law.

Purpose

The AMOP serves many purposes, including:

- To compile an easily accessible database for all County procedures and policies, so it can be a resource for employees, citizens and people who do business with the County.
- To document County procedures in a standard way, consistent across all departments. This helps the County demonstrate practices of a model government.
- To provide the transparency of County operations that is expected by our stakeholders and the public.
- To lay out a standard of excellence for developing procedures that can be evaluated, improved and taught to those responsible for implementing them.
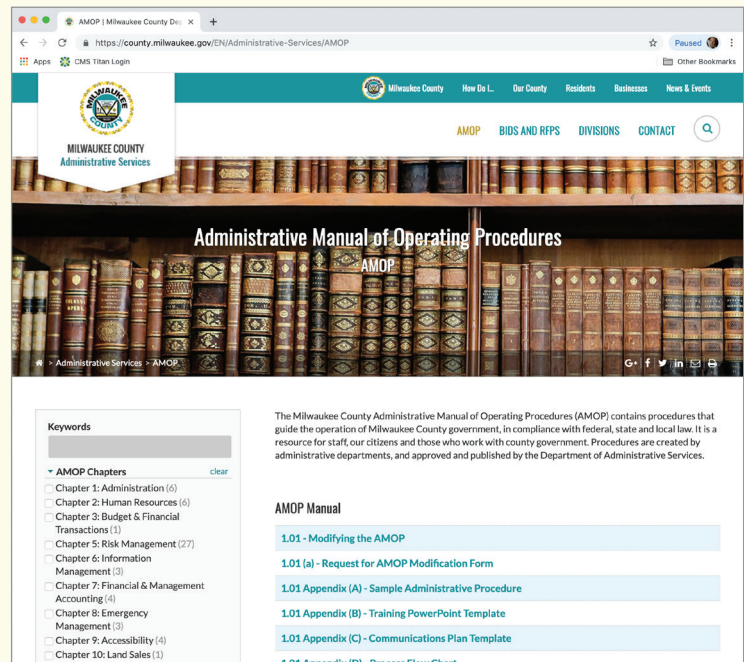
Benefits

- By completing an AMOP procedure, a department is demonstrating their commitment to the overall County purpose of providing quality public service and achieving organizational excellence.
- The AMOP is standardized, so departments can use the templates for their procedure, training and flow chart. This standardization helps eliminate inefficiencies in County procedures.
- A team of cross-functional County professionals reviews a procedure for clarity, strategic value, functionality and consistency. The AMOP committee is a partner in helping departments develop the best procedures.

What should be in the AMOP?

- Does this procedure involve interaction with the public?
- If this procedure is not followed correctly, could the County be at risk?
- Is this procedure important for County employees to know?
- Does this procedure keep the County in compliance with an ordinance or state statue?
- Do you expect employees outside of your department to follow this procedure?
- Do employees need to be trained on how to execute this procedure?

If you answer yes to any of these questions, the procedure **should be in the AMOP**:

Not an AMOP procedure:
- Department work rules (such as wearing headphones while mowing, taking lunch breaks, etc.)
- Department handbooks
- Committee charters

How does a procedure get submitted and approved?

To start the AMOP process, visit the AMOP website to view templates and examples. All AMOP procedures should mirror AMOP 1.01 and include:

- **Request for AMOP Form 1.01(a)**
- **Draft AMOP document**
- **Training PowerPoint**
- **Procedural flow chart**

Email completed AMOP procedures to
amop@milwaukeecountywi.gov at least four weeks prior to an AMOP committee meeting. All committee meetings will be posted on the AMOP website as well as County Legislative Information Center (CLIC).

- **INTAKE** — The AMOP committee secretary will acknowledge receipt of the AMOP procedure and respond within two weeks with any concerns or recommended changes.

- **DECISION** — The procedure will go to the AMOP committee who will either approve, approve pending recommended changes, or deny.

- **FEEDBACK** — Within one week of the meeting, the AMOP committee secretary will notify the department of the committee's actions and of any recommended changes.

- **PUBLIC COMMENT** — An approved AMOP procedure will be posted as a pending procedure on the AMOP website for a two-week public comment period. The AMOP committee secretary will share any public feedback received with the requesting department.

- **FINAL APPROVAL** — The AMOP committee secretary will provide final approval and post the final procedure to the AMOP website. The department will work with Human Resources to prepare a Learning Management System (LMS) module based on the training PowerPoint submitted.

- **TRAINING** — The LMS Module will be added as a required training on the curriculum for employees identified by the requesting department on Form 1.01(a).
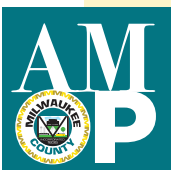
VISIT THE MILWAUKEE COUNTY ADMINISTRATIVE MANUAL OF OPERATING PROCEDURES AT

county.milwaukee.gov/amop